

**DUTY STATEMENT**  
**DEPARTMENT OF MENTAL HEALTH**  
**PATTON STATE HOSPITAL**

**JOB CLASSIFICATION: OFFICE TECHNICIAN (Typing)**  
Standard Compliance Department

1. Under close supervision incumbent regularly performs a variety of the most difficult duties and is expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. This level regularly requires detailed and sensitive public contact and/or independent origination of correspondence involving the knowledge and application of detailed regulation, policies and procedures. Good judgement and the ability to communicate effectively is of primary importance. Assigned duties include, but not limited to:
  - 60% **Serious Incident Report (SIR) Management (SIR):**
    - Reviews the HSS Report and reconcile with SIRs that were generated to ensure proper reporting and submission of documents
    - Communicate with Unit Supervisor, Program Management and Department Heads if SIRs are not generated as required by policy
    - Follows up until all fax copies are received. Communicate with supervisor as needed regarding delinquent SIRs
    - Inputs SIR information into the WaRMSS system and CIS system
    - Audit SIR packets for thoroughness and completeness and input Level I, II, Physician and Psychiatrist reviews into the WaRMSS system (if any of the stated information is missing, contact the appropriate staff to request the information. Keep track of the information requested to ensure the data entry process is completed in the assigned time period (7-days from the PINK received)
    - Reconcile information in WaRMSS and CIS to ensure consistency. Make correction(s) as necessary
    - Reconcile BMI data in shares drive monthly for all the assigned units and complete monthly data entry for all the BMI ratings in WaRMSS by the 10<sup>th</sup> of each month
  - 30% **Administrative Functions:**
    - Responsible for setting up meetings and recording minutes
    - Prepares correspondences
    - Inputs audits
    - Develops new forms for support of department functions
    - Mail distribution,
    - Follow through with a review and signature process
    - Composition of letters and memorandums
    - Organization and filing
    - Effective communication, necessary follow-up and customer service
    - Provides and maintains various record keeping and filing systems

10% **COMMUNICATION AND CONFIDENTIALITY**

- Develop and maintain effective working relationships with Hospital staff
- Maintain confidentiality policy pursuant to departmental and HIPAA guidelines

2. **SUPERVISION RECEIVED**

Under the direct supervise of the Incident Management Manager and under the general direction of the Standards Compliance Director

3. **SUPERVISION EXERCISED**

None

4. **KNOWLEDGE AND ABILITIES**

Ability to: perform clerical work, typing, including ability to spell correctly; use good English; make arithmetical computations; operate various office machines; follow oral and written directions; evaluate situations accurately and take effective action; read and write English at a level required for successful job performance

5. **REQUIRED COMPETENCIES**

6. **INFECTION CONTROL**

Applies knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment

**SFETY**

Actively supports a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safe or security hazards

**CULTURAL AWSARENESS**

Demonstrates awareness to multicultural issues in the workplace, which enable the employee to work effectively

**SITE SPECIFIC COMPETENCIES**

Ability to work with people; disseminate information clearly and concisely to staff and the public

**TECHNICAL PROFICIENCY (SITE SPECIFIC)**

Applies and demonstrates knowledge of Microsoft Windows, Excel, Microsoft Word, and Outlook

7. **LICENSE OR CERTIFICATION**

None

8. **TRAINING – Training Category = Type 2**

The employee is required to keep current with the completion of all required training

9. **WORKING CONDITION**

- Report to work on time and follow procedures for reporting absences;
- Maintain a professional appearance;
- Appropriately maintain cooperative, professional, and effective interactions with employees, individuals/clients, and the public;

- Comply with hospital policies and procedures

The employee is required to work any shift and schedule in a variety of settings throughout the hospital as determined by the operational needs of the hospital. All employees are required to have an annual health review and repeat health reviews whenever necessary to ascertain that they are free from symptoms indicating the presence of infection and are able to safely perform their essential job functions.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewing Supervisor's Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date